

Q1 How would you rate your overall experience today?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	25.78%	124
Above Average	22.25%	107
Average	26.82%	129
Below Average	11.23%	54
Poor	13.93%	67
TOTAL		481

Q2 What information were you looking for today?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Flood maps	17.05%	82
Disaster assistance: applying, checking my status, or learning more about assistance	15.18%	73
Other	12.06%	58
Grants	9.36%	45
Employment or contracting opportunities	8.52%	41
Disaster declarations	6.24%	30
Training	4.99%	24
Preparing for a disaster	4.78%	23
Forms or publications	3.74%	18
Recovering from a disaster	3.53%	17
Contact information	3.33%	16
Flood insurance	3.33%	16
Information about FEMA	3.33%	16
Disasters (specifically, types of disasters)	2.91%	14
Exercises	1.04%	5
Email, RSS feeds, or subscription services	0.42%	2
News	0.21%	1
Photographs	0.00%	0
Video	0.00%	0
TOTAL		481

Q3 Were you able to complete the purpose of your visit?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	48.44%	233
No	51.56%	248
TOTAL		481

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

Answered: 279 Skipped: 202

ANSWER CHOICES	RESPONSES	
Bad link	7.17%	20
Content wasn't easy to understand	29.03%	81
Error on page	10.04%	28
Multimedia/technical problem	7.53%	21
Other	41.22%	115
Outdated information	5.02%	14
TOTAL		279

Q5 Would you still return to this website if you could get this information or service from another source?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	79.63%	383
No	20.37%	98
TOTAL		481

Q6 Will you recommend this website to a friend or colleague?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	74.84%	360
No	25.16%	121
TOTAL		481

Q7 Which one of the following best describes you?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	16.42%	79
Disaster Survivor	14.14%	68
Emergency Managers and Personnel	7.48%	36
First Responder	3.95%	19
Government Official or Employee	9.98%	48
Home (Property) Owner	19.75%	95
Insurance Agent	1.25%	6
Job Seeker	7.48%	36
Media	0.83%	4
Other	10.81%	52
Student or Educator	7.90%	38
TOTAL		481

Q8 How was your experience finding your way around (navigating) FEMA.gov today?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	41.16%	198
Navigated to general area but couldn't find the specific content needed	17.67%	85
Had technical difficulties (e.g. error messages, broken links)	10.81%	52
Other	8.94%	43
Would often feel lost, not know where I was	6.65%	32
Links did not take me where I expected	5.61%	27
Links/labels are difficult to understand, they are not intuitive	4.78%	23
Too many links or navigational choices	4.37%	21
TOTAL		481

Q9 How was your experience using our site search?

Answered: 481 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	26.82%	129
Encountered no difficulties	26.40%	127
Results were not helpful	12.89%	62
Other	10.60%	51
I was not sure what words to use in my search	7.69%	37
Results were not relevant to my search terms or needs	6.44%	31
Returned not enough or no results	4.99%	24
Returned too many results	2.29%	11
Results were too similar/redundant	1.87%	9
TOTAL		481